

Basic Interpreter Training

A 20 hour introduction to Medical
Interpreting

Friday through Sunday

**July 10, 11, 12
2009**

**Mercy Medical Center
Des Moines, IA**

(For more information, use the contact
data on Registration page below.)

Who should come?

- ▶ Bilinguals who are providing or have an interest in providing interpretation in health care, but have never had any formal interpreter training; and who would like to learn some theory as well as practical tools and techniques of interpreting.
- ▶ Supervisors of interpreter services.

Why come?

Enhance communication between clients and providers.
Demonstrate your commitment to excellence.
Interact with other interpreters.
Familiarize yourself with national standards and trends.

Requirements:

Fluency in English (course is taught in English) and one or more additional languages.
Commitment to the full course.
Willingness to work hard and learn.
The following topics are covered over the course of 20 hours:

- ▶ Code of ethics for interpreters
- ▶ Professional conduct
- ▶ Interpreting Methods
- ▶ Interpreting Roles
- ▶ Navigating Meaning
- ▶ Managing communication
- ▶ Interpreting and mediating cultural differences

Participants receive a manual which contains a substantial amount of information on available resources at the local and national level.

Specifics of the Basic Interpreter Training class:

The goals are:

- ▶ To introduce the professional and industry standards of interpreting.
- ▶ To equip the participants with the necessary tools to start in the profession.

The course provides theory, practice, discussion, and documentation of those standards. All content areas are reinforced through exercises and practice sessions.

Day 1 Friday 5 pm – 9 pm.

- ▶ Introductions
- ▶ Professional standards
- ▶ Ethics
- ▶ National certification
- ▶ Healthcare as a special field
- ▶ Methods of Interpreting
- ▶ Practice time

Day 2 Saturday 8 am – 7 pm

(There will be an hour lunch: 1 -2 p.m.)

- ▶ Interpreter roles
- ▶ Managing communication
- ▶ Conduit role
- ▶ Sources of meaning.
- ▶ Note taking
- ▶ Practice time

Day 3 Sunday 8 – 2

- ▶ Dual role
- ▶ Clarifier/Intervener role
- ▶ Advocate role
- ▶ Culture issues
- ▶ Final practice
- ▶ Test and course evaluation

MERCY MEDICAL CENTER CAMPUS



- **Main Hospital** (Patient floors 3-9)
- **West Building**
- **Mercy Medical Plaza**
- **East Tower**

- W **Main Entrance**
- W **Skywalk**
- P **Visitor Parking**
- P **Employee Parking**

- ? **Information/Ambassadors**
- P **Rest Rooms (Special Needs)**
- V **Valet**

- 6 **Phone/ATM**
- P **Pharmacy**
- E **Emergency**

Basic Interpreter Training July 10-12, 2009:

All sessions will be held in the **East Tower** Conference Center, **Level A Room a008** at Mercy Hospital.

Where

- Mercy Medical Center, East Tower Conference Center, University Avenue and 3rd Street, Des Moines. Conference Center, Level A.

Parking:**Option 1:**

- There is a parking lot directly across from the entrance of the East Tower. It is not a big lot, so if you find a spot there, grab it! If you park in this lot walk across 3rd street to the entrance of the East Tower. Take the elevators up one floor to Level A. Upon exiting the elevators turn right. Follow the signs to the designated room.

Option 2:

- The North Visitor's parking lot of the Main Hospital (1111 6th Avenue).
- Enter this parking lot from 6th Avenue and the parking lot is the entire area to your left.
- Enter the Hospital via the north entrance (revolving doors, east of the ER).
- Stop at the information desk, which is just as you enter, and ask them to direct you to the East Tower Conference Center or,
- Upon entering the main lobby, follow the hallway that is to the left of the elevators. When you get to the Chapel, turn left; follow the signs to the East Tower. Go all the way to the elevators (you will pass Starbucks and the Surgery waiting areas). Take the elevators down one floor to Level A. Upon exiting the elevators turn right; follow the signs to the designated room.

BIT Registration

Please Print Clearly

First Name

Last Name

Address

City

State

Zip

Phone day

Phone night

Phone cell

Email

Language(s)

Accommodation:

Cost for the class is \$200.00 per participant. Because class space is limited, pre-registration is required by **June 24th**.

Accommodation requests must be also be received by **June 24th**.

Checks or money orders only. Make payable to **Mercy Medical Center—Interpretation Services**.

Refund Policy

Cancellation received 2 weeks prior to the start of the first session, 100% refund.

Cancellation received less than 2 weeks prior to the start of the first session, no refund.

A full refund will be given if class is cancelled entirely.

Cancellations must be received via email (on back) or regular mail (address listed on back).

For more information or to send your registration, please use the contact information on the back.

Katherine Langan, Ph.D.

Staff Interpreter/Trainer

Mercy Medical Center

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